

**CITY OF AUBURN  
TELECOMMUNICATIONS COMMISSION**

**Thursday, May 19, 2005  
4:00 p.m. to 5:30 p.m.**

Auburn City Hall  
Room 10, 2<sup>nd</sup> floor  
1225 Lincoln Way, Auburn, CA 95603

**AGENDA**

**1. ROLL CALL AND DETERMINATION OF A QUORUM**

At least three Commissioners are required to be present in order for action items to be decided.

**2. AGENDA APPROVAL**

This is the time for the public and/or Commission members to ask for removing, postponing, or changing the listed sequence of an agenda item.

**3. PUBLIC COMMENT**

This is the time for the public and any Commission member to bring to the attention of the Commission anything related to the Commission's responsibilities which is **not** on the agenda. The Commission cannot take action on items presented during public comment.

**4. APPROVAL OF MINUTES**

Review and approve of minutes for the regular meeting of **April 21, 2005**.

**5. BUSINESS**

A. Starstream Communications

1. Review and discuss draft letter requesting Starstream's consideration for limited basic tier of service:
  - a. As per City Council request on 5/9/05, the Commission has been charged with producing a letter which is to be presented to Council at it's next meeting on 5/23/05.
2. Discuss Customer Service Standards:
  - a. With regard to advance notification of any changes in rates, programming services or channel positions as defined in the Franchise Agreement : Ordinance #04-06.
3. Upgrade status
4. Status of local office acquisition

B. City

1. Continue discussion and propose implementation plan to better support subscriber questions and complaints:
  - a. Auto-attendant modification with timely informational announcements and special voicemail box for comments and complaints
  - b. Website information update page
  - c. Email address for online subscribers

C. ACTV Update

**6. CORRESPONDENCE**

Review of correspondence received after agenda was mailed to Commissioners.

**7. INFORMATION AND ANNOUNCEMENTS BY COMMISSIONERS**

**8. AGENDA ITEMS, DATE, AND TIME OF NEXT MEETING**

Next proposed meeting on regular schedule – June 9th, 2005 - Time: 4:00 pm: Same Location.

**9. ADJOURNMENT**